

## **Fees, Billing and Pop-up Problems**

### **Tips to Avoid Duplicate Filings & Billings**

- When using Point of Sale, single click on the "Make Payment" button--double clicking could result in multiple billings.
- Avoid using the back button on your internet browser.
- Always verify the correct PDF(Portable Document File). This file governs the filing.
- If using one of the commercial bankruptcy software programs, avoid clicking on the Case Upload/One-Touch button more than once.
- If there is question as to whether the case was successfully filed, access the ECF Query menu to search by individual name for pending case(s).
- Exercise caution when more than one support staff is working on the same new case.
- Use correct events when filing a new Bankruptcy case or Adversary Proceeding:

Open BK Case not Other Events (Voluntary Petition)  
Open AP Case not Complaint & Summons

### **Filing Fees and Online Payment Errors**

- The Court has received several calls regarding online payment submission errors. Errors such as, "*The credit card you have entered is invalid*" or "*The credit card you have entered has expired*," occurred when users clicked the "Submit Payment" button.
- A second or third payment attempt produced only intermittent success.
- The Court's payment processing company has determined the error occurs after applying Microsoft security patch 832894 (MS04-004) or Hotfix 821814 to Internet Explorer 6 SP1 (Version 6.00.2800.1106). Microsoft confirmed this is a problem, and it has created a patch (Q831167) to correct the problem. NOTE: Users of Netscape Navigator are not affected. Please click the following link to obtain more information about this problem and install the 32-bit update package:

<http://support.microsoft.com/default.aspx?scid=kb;%5bLN%5d;831167>

## The Impact of Windows XP Service Pack 2 on ECF

If you have recently installed Windows XP Service Pack 2 and your pop-up screens are no longer working. ("Your Account, Internet Payments Due,) follow the steps listed below to enable Pop-Up functionality in CM/ECF in WindowsXP Service Pack 2.

### For Microsoft Internet Explorer:

#### Add <https://ecf.innb.uscourts.gov> as a trusted site:

1. Click **Tools**.
2. Click **Internet Options**.
3. Access the **Security** tab.
4. Click the **Trusted sites** Web Content Zone.
5. Click the **Sites...** button.
6. Type <https://ecf.mab.uscourts.gov> in **Add this web site to the zone**.
7. Click **Add**.
8. Click **Ok**.

#### Add <https://ecf.mab.uscourts.gov> to the list of allowed pop-up sites. This will allow pop-up

boxes only from designated sites.

1. Go to the **Tools** menu.
2. Click **Pop-up Blocker**.
3. Choose **Pop-up Blocker Settings...** from the Pop-up Blocker sub menu.
4. Add <https://ecf.innb.uscourts.gov> in **Address of web site to allow**.
5. Click **Add**.
6. Click **Close**.

#### Turn off pop-up blocking. This will allow any and all pop-up boxes.

1. Go to the **Tools** menu.
2. Choose **Pop-up Blocker**.
3. Choose **Turn Off Pop-up Blocker** from the Pop-up Blocker sub menu.

#### Change filter level:

1. Go to **Tools**.
2. Choose **Pop-up Blocker**.
3. Choose **Pop-up Blocker Settings...** from the Pop-up Blocker sub menu.
4. Change the Filter Level to **Medium: Block most automatic pop-ups**.
5. Click **Close**.

